

Regulating and Monitoring Mechanism for the Procurement of Government Public Cloud Services (GPCS)

Introduction

In parallel to the introduction of a list of GPCS providers and its subsequent maintenance, OGCIO will establish two independent review committees, namely the Reporting Review Committee (RRC) and the Managing Review Committee (MRC) to secure independent reviews on the assessments made by user Bureaux/Departments (B/Ds) on the performance of GPCS providers by means of Contractor Performance Appraisal Reports (CPARs) as shown in **Annex 1**.

2. An Assistant Government Chief Information Officer will head the RRC to review the CPARs of in-progress or completed/terminated services once every six months or on need basis¹ to execute any delisting of services with poor performance (and their subsequent re-enlisting), while a Deputy Government Chief Information Officer will head the MRC to execute any delisting of service providers with poor performance (and their subsequent re-enlisting).

3. OGCIO will also develop and maintain an electronic Central Record System (CRS) to store the feedback of the CPARs submitted by user B/Ds on the providers' service performance. User B/Ds should evaluate provider's service performance against service contracts placed to them.

Reports on Contractors' Performance

4. Apart from following the government procurement procedures and the standard set of terms and conditions to issue warning letters and terminate service contracts against those service providers of unsatisfactory performance, user B/Ds should compile and submit CPARs (whether adverse or not) on each contractor's services they use to OGCIO, which is the approval authority of maintaining the list of GPCS providers and their corresponding services.

¹ Examples are influx of terminations due to breach on general regulations with long unavailability of services and breach of Security Regulations with hashing of important data. GPCS Support Unit will propose to hold such extraordinary meetings.

5. In this connection, user B/Ds will fill in CPARs assessing their contractors' performance on each individual service offered (not individual service contract) at least once every six months if the service offered lasts for more than one year, or upon its completion/termination. Each CPAR covers two (2) main aspects, namely "Quality of the Subscribed Service" and "Deployment of the Subscribed Service by the Contractor", which are further divided into a number of specific aspects for detailed quality assessment. Based on a six-point scale system against each specific aspect, from score 1 (most unsatisfactory) to score 6 (most satisfactory), an adverse CPAR is one with the average score², on all the 11 applicable specific aspects, below 2.5.

6. Upon receiving adverse CPARs, OGCIO will execute any delisting necessary and decide whether to delist only a particular service of unsatisfactory performance, or a service provider itself either temporarily or permanently.

Delisting

7. Upon receiving evaluations reports prepared by the GPCS Support Unit on CPARs from user B/Ds, the RRC will initially review each adverse CPAR. If there are no controversial issues found in "Part 4: Feedback by the Contractor" of the concerned CPAR, the RRC will consider the assessment done by the user B/D as complete and the scores of all applicable specific aspects are final.

8. Nevertheless, if the contractor has expressed its views in "Part 4: Feedback by the Contractor" of the CPAR not agreeing the unsatisfactory performance grading, the RRC can decide whether to interview the contractor and/or the user B/D and/or to collect more information through written representations. If such review has sufficient grounds leading to the consequential upward/downward adjustments in grading, the RRC will inform the contractor and the B/Ds accordingly.

9. **Annex 2** shows two decision tables on delisting a service and a provider respectively for the reference of the RRC and the MRC. Though the RRC is only responsible for delisting an offered service of a GPCS provider for a certain period of time, it has the dual responsibility to report any review results to the MRC, leading to the delisting of a

² The average of all CPARs against a particular service will also be listed as a quality rating for reference by user B/Ds.

GPCS provider of poor performance.

10. In the event of any disagreements or complaints lodged by a provider in respect of the decisions made by the RRC like delisting its offered service, the provider concerned should submit additional/new written representations to the MRC for a new round of review. The decision of the MRC in any case is final. There is no further review mechanism in place in respect of the decisions made by the MRC.

Re-enlisting

11. The RRC can reinstate any delisted service, while the MRC can reinstate a delisted provider after it has gone through the same vetting process by OGCIO when the list of GPCS providers was first introduced.

Contractor Performance Appraisal Report for Government Public Cloud Service Providers

Part I : Service Contract Information

(Please use a separate sheet for each subscribed service)

Bureaux/Department (B/D):	
Name of Reporting Officer:	Post / Rank:
Contractor Name:	
Description of Subscribed Service:	
No. of users:	

Part II: Performance Assessment

Period and Type of Assessment:	From ___/___/___ (dd/mm/yy) to ___/___/___ (dd/mm/yy) <input type="checkbox"/> Completed/Terminated* Service - or - <input type="checkbox"/> In-progress Service * Delete as appropriate.																								
1. Performance Grading: “1” = “Most Unsatisfactory”, “6”=”Most Satisfactory”, “NA”=”Not Applicable” 2. Please put a “√” against the appropriate box, “[]”																									
(A) Quality of the Subscribed Service	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 10%;">“1”</th> <th style="width: 10%;">“2”</th> <th style="width: 10%;">“3”</th> <th style="width: 10%;">“4”</th> <th style="width: 10%;">“5”</th> <th style="width: 10%;">“6”</th> <th style="width: 10%;">“NA”</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">1. Serviceability <i>(Note: For any monthly serviceability level of 99%-99.5%, “2” should be given. For any monthly serviceability level of <99%, “1” should be given.)</i></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> <tr> <td style="padding: 5px;">2. Security <i>(Note: For any security incident leading to (a) the service interruption (not to be</i></td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> <td style="text-align: center;">[]</td> </tr> </tbody> </table>		“1”	“2”	“3”	“4”	“5”	“6”	“NA”	1. Serviceability <i>(Note: For any monthly serviceability level of 99%-99.5%, “2” should be given. For any monthly serviceability level of <99%, “1” should be given.)</i>	[]	[]	[]	[]	[]	[]	[]	2. Security <i>(Note: For any security incident leading to (a) the service interruption (not to be</i>	[]	[]	[]	[]	[]	[]	[]
	“1”	“2”	“3”	“4”	“5”	“6”	“NA”																		
1. Serviceability <i>(Note: For any monthly serviceability level of 99%-99.5%, “2” should be given. For any monthly serviceability level of <99%, “1” should be given.)</i>	[]	[]	[]	[]	[]	[]	[]																		
2. Security <i>(Note: For any security incident leading to (a) the service interruption (not to be</i>	[]	[]	[]	[]	[]	[]	[]																		

<p><i>resolved within 4 hours) affecting <25% users or <10 users whichever is higher; or (b) DITSO has to be informed, “2” should be given. For any security incident leading to (a) the service interruption (not to be resolved within 4 hours) of affecting >=25% users or >= 10 users whichever is higher; or (b) GIRO has to be informed (owing to the possibility of affecting the Government’s image), “1” should be given.)</i></p>							
<p>Comments: (Please provide supporting information for any grading with score below “3”)</p>							
<p>(B) Deployment of the Subscribed Service by the Contractor</p>	<p>“1”</p>	<p>“2”</p>	<p>“3”</p>	<p>“4”</p>	<p>“5”</p>	<p>“6”</p>	<p>“NA”</p>
<p>1. Function Test³ <i>(If the service failed the Function Test after 1 week from the date on which the service was submitted to the Function Test and the frequency is >2, “2” should be given. If the service failed the Function Test after 2 weeks from the date on which the service was submitted to the test and the frequency is >2, “1” should be given.)</i></p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>
<p>2. Reliability Test⁴ <i>(If the service failed the Reliability Test after 4 weeks from the date on which the service was submitted to the Reliability Test and the frequency is >2, “2” should be given. If the service failed the Reliability Test after 8 weeks from the date on which the service was submitted to the test and the frequency is >2, “1” should be given.)</i></p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>
<p>3. Delivery of the service⁵ <i>(If the Contractor failed to provide the service ready for use >15 but <30 calendar days against the implementation plan and the frequency is >2, “2” should be given. If the Contractor failed to provide the service ready for use >=30 calendar days against the implementation plan and the frequency is >2, “1” should be given.)</i></p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>	<p>[]</p>

³ According to the standard set of terms and conditions, user B/D can terminate the service if function test fails after 2 weeks.

⁴ According to the standard set of terms and conditions, user B/D can terminate the service if reliability test fails after 8 weeks.

⁵ According to the standard set of terms and conditions, user B/D can terminate the service if delivery of service fails after 30 calendar days

<p>4. Exit Plan⁶ <i>(If the Exit Plan was submitted >1 but <2 calendar months after contract award and the frequency is >2, “2” should be given. If the Exit Plan was submitted >=2 calendar months after contract award and the frequency is >2, “1” should be given.)</i></p>	[]	[]	[]	[]	[]	[]
<p>5. Follow-up on critical incidents⁷ <i>(If the lead time for reporting any critical incident was >4 but <8 hours and the frequency is >2, “2” should be given. If the lead time for reporting any critical incident was >=8 hours and the frequency is >2, “1” should be given.)</i></p>	[]	[]	[]	[]	[]	[]
<p>6. Follow-up on non-critical incidents⁸ <i>(If the lead time for completing any non-critical incident or providing reasonable explanations was >5 but <10 working days and the frequency is >2, “2” should be given. If the lead time for completing any non-critical incident or providing reasonable explanations was >=10 working days and the frequency is >2, “1” should be given.)</i></p>						
<p>7. Promptness of helpdesk service⁹ <i>(If the lead time for the solution or work-around provided for any enquiry was >24 but <48 hours and the frequency is >2, “2” should be given. If the lead time for the solution or work-around provided for any enquiry was >=48 hours and the frequency is >2, “1” should be given.)</i></p>	[]	[]	[]	[]	[]	[]
<p>8. Intellectual Property Rights (IPR) <i>(Note: For any confirmed incident against IPR affecting <25% users or <10 users whichever is higher, “2” should be given. For any confirmed incident against IPR affecting >=25% users or >= 10 users whichever is higher, “1” should be given.)</i></p>	[]	[]	[]	[]	[]	[]
<p>9. Replacement of service team members¹⁰ <i>(If the lead time for the replacement of any service team member was >5 but <10</i></p>	[]	[]	[]	[]	[]	[]

⁶ According to the General Requirements, an Exit Plan should be submitted within 1 month.

⁷ According to the General Requirements, the lead time for reporting any critical incident should be within 4 hours.

⁸ According to the General Requirements, the lead time for completing any non-critical incident or providing reasonable explanations should be within 5 working days.

⁹ According to the General Requirements, the lead time for the solution or work-around provided for any enquiry should be within 24 hours.

¹⁰ According to the General Requirements, the lead time for the replacement of any service team members should be within 5 calendar days.

calendar days and the frequency is >2, "2" should be given. If the lead time for replacement of any service team member was >=10 and the frequency is >2, "1" should be given.)

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Comments:
 (Please provide supporting information for any grading with score below "3")

Part III: Signatures for Completion of Assessment and Acknowledgement of Assessment

<p>Bureau/ Department</p>	<p>This assessment was completed by:</p> <p>Reporting Officer's Name: Date:</p> <p>Rank/Post: Phone No.:</p> <p>Reporting Officer's Signature:</p>
<p>Contractor</p>	<p>This assessment was acknowledged by:</p> <p>Name: Date:</p> <p>Job Title: Phone No.:</p> <p>Signature:</p>

Part IV: Feedback by the Contractor

(A) Quality of the Subscribed Service

(If the Contractor chooses not to comment, please put a “√” against this box, []. Or else please provide supporting information below.)

(B) Deployment of the Subscribed Service by the Contractor

(If the Contractor chooses not to comment, please put a “√” against this box, []. Or else please provide supporting information below.)

(C) Signatures

Contractor	This assessment was reviewed by: Service Manager’s Signature:	Service Manager’s Name:	Date: Phone No.:
Bureau/ Department	Comment(s) given by the Bureau/Department in response to the feedback given by the Contractor:		
	The assessment was finalised by: Countersigning Officer’s Signature:	Countersigning Officer’s Name: Rank/Post:	Date: Phone No.:

Decision Table for Delisting Services by the Reporting Review Committee

1.	No. of adverse CPARs (i.e. average score <2.5) of the same service received within a rolling 30-calendar day period	<5									
2.	Score of the “Serviceability” aspect of all CPARs received within a rolling 30-calendar day period	>2									
3.	Score of the “Security” aspect of all CPARs received within a rolling 30-calendar day period	>2									
4.	No. of adverse CPARs (i.e. average score <2.5) of the same service received within a rolling 30-calendar day period		>=5	>=5	>=5						
5.	No. of users affected		>5	>10	>15						
6.	No. of CPARs with Score “2” in “Serviceability” or “Security” aspect received within a rolling 30-calendar day period					1 or 2	3 or 4	>=5			
7.	No. of CPARs with Score “1” in “Serviceability” or “Security” aspect received within a rolling 30-calendar day period								1 or 2	3 or 4	>=5
(i)	No action	✓									
(ii)	Delisting ¹¹ the concerned service for 30 calendar days		✓			✓					
(iii)	Delisting the concerned service for 60 calendar days			✓			✓				
(iv)	Delisting the concerned service for 90 calendar days				✓			✓			
(v)	Delisting the concerned service for 120 calendar days								✓		
(vi)	Delisting the concerned service for 150 calendar days									✓	
(vii)	Delisting the concerned service for 180 calendar days										✓
(viii)	Reporting to the Managing Review Committee				✓						✓

¹¹ Delisting period can be taken together, with the longest one taking into effect.

Decision Table for Delisting Service Providers by the Managing Review Committee

1. No. of adverse CPARs of the same service provider received is (a) > 5 or (b) > 10% of CPARS if the no. of user B/Ds is > 50, whichever is higher, received within a rolling 30-calendar day period	Y	Y	Y						
2. No. of CPARs with score “2” in “Serviceability” or “Security” aspect received within a rolling 30-calendar day period is (a) > 5 or (b) > 10% of CPARS if the no. of user B/Ds is > 50, whichever is higher, received within a rolling 30-calendar day period				Y	Y	Y			
3. No. of CPARs with score “1” in “Serviceability” or “Security” aspect received within a rolling 30-calendar day period is (a) > 5 or (b) > 10% of CPARS if the no. of user B/Ds is > 50, whichever is higher, received within a rolling 30-calendar day period							Y	Y	Y
4. No. of B/Ds affected	>5	>10	>15	>5	>10	>15	>5	>10	>15
(i) Delisting the concerned service provider for 30 calendar days	✓			✓					
(ii) Delisting the concerned service provider for 60 calendar days		✓			✓				
(iii) Delisting the concerned service provider for 90 calendar days			✓			✓			
(iv) Delisting the concerned service provider for 120 calendar days							✓		
(v) Delisting the concerned service provider for 150 calendar days								✓	
(vi) Delisting the concerned service provider for 180 calendar days									✓